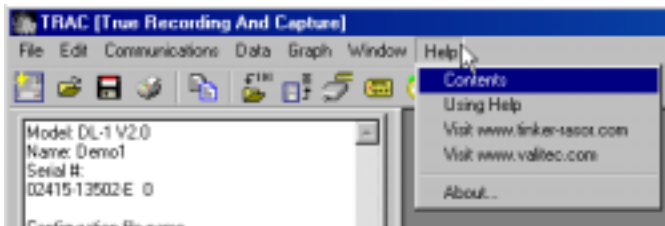


APPENDIX D

Technical Support Resources

Using the Help files in the TRAC software program

The Tinker & Razor **TRAC** Configuration and Analysis software program has help menus, a help index and many help files. To access the Help files, point your mouse and click on the Help menu along the top of the window in the **TRAC** software program.



Contents

Clicking on Contents will bring up a new window that will give you choices of Overview, Glossary, Configuration Window, Data Window (Spreadsheet), Graph Window and Status Window. Clicking on any of these will bring up information on that subject.

Using Help

Clicking on Using Help will bring up a window of choices that will outline how Help is designed, and help you to find the information you are looking for.

Visit www.tinker-rasor.com

Clicking this link will open the default browser on the computer and attempt to connect to the Tinker & Razor website. If the computer is connected to the Internet, or has a dialup connection, the browser window will display the Tinker & Razor website.

For specific information regarding the DL-1 and DL-1 technical support, please click on the **Product Instructions** link on our home page, and click on **DL-1** to get to the DL-1 Product Instructions page.

The DL-1 Product Instruction page on the Tinker & Razor website has a Frequently Asked Questions (FAQ) page, an area of technical support resources, the latest TRAC software version available for downloading, and contact information for technical support.

About

Clicking **About...** will show you the **TRAC** software splash screen and the version number. This is important to note, as you may be asked for the version information of the **TRAC** software program you are using if you contact Tinker & Razor Technical Support.

Contacting Technical Support

Technical Support E-mail tech@tinker-rasor.com	Hours of Operation: 9am - 3pm, M-F Pacific Time
Telephone: 626-287-5259 (USA)	Facsimile: 626-287-0132 (USA)

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